

**Office of Science (SC) Information Management (IM) Board  
Meeting Summary  
April 25, 2002**

**Agenda**

*10:00 - 10:05* Introduction

- Review agenda (Griffin)
- Review action items (Griffin)

*10:05 - 10:15* IM Services Reports (Griffin)

*10:15 - 10:45* IM Project Reports (Griffin)

- Status (Griffin/Hughes/Centeno)
- OA Report on IMSC (Talamini)
- Champions' Report on IMSC (Allewa/Stodolsky)

*10:45 - 11:00* IM Board Reports

- Customer Information Advisory Group (CIAG) Monthly Report (Dilworth)
- Security Report (Thornock)

*11:00 - 11:15* Electronic Proposals Briefing (Valdez)

*11:15 - 11:30* Business Process Reengineering (BPR) Status (Cumesty/Valdez)

**Meeting Attendees**

Name		Role	Organization	Contact #	Attendance
Valdez	Bill	Chair	SC-5	6-9942	Local
Griffin	Ted	Exec. Sec.	SC-65	3-4556	Local
Allewa	John	Attendee	SC-64	3-3512	Local
Burks	Dru	Member Backup	OAK	510-637-1738	Phone
Burris	Peggy	Member	SC-4	6-7265	Phone
Buswell	Steve	Member	SC-7	6-9741	Phone
Centeno	Kathi	Attendee	SC-65	3-5472	Local
Cumesty	Ed	Attendee	SC-1		Local
Dilworth	Greg	Member	SC-17	3-2873	Local
Eckstrand	Steve	Member	SC-55	3-5446	Local
Farrand	Sue	Attendee	SC-65	3-1884	Local
Flynn	Kelly	Attendee	SC-65	3-3194	Local
Forsythe	Todd	Attendee	SC-65	3-6409	Local
Lister	Susan	Security Advisor	SC-65		Local
Lynott	Mike	Attendee	SC-65	3-7643	Local
Moody	Don	Ex Officio Member Backup	RL	509-372-4262	Phone
Nay	Bill	Security Advisor	SC-80	3-6576	Local
Rice	Pat	Attendee	SC-65	3-4556	Local
Stodolsky	Marvin	Attendee	SC-72	3-4475	Local
Talamini	Karen	Member	SC-14	3-4563	Local
Vann	Larry	Ex Officio Member	CH	630-252-2875	Phone
Yates	John	Member	SC-82	3-8435	Local
Yockman	Dick	Attendee	SC-65	3-3394	Local

## Meeting Summary

### Review Agenda and Action Items

Mr. Griffin reviewed the status of the action items from the March meeting.

Action	Responsibility	Status
Prepare and present a briefing on electronic proposals.	J. Alleva	Agenda item for today.
Work to coordinate AD/OD signatures for the rollout of Worksheet Exchange.	B. Valdez/T. Griffin	Complete
Schedule a conference call for the IM Board to be briefed on the results of the meeting held to discuss the IMSC external review.	T. Griffin	Complete
Follow up with Dr. Johnson on the WordPerfect issue to ensure that budget and platform implications are understood.	P. Burris/T. Griffin	Complete

### Fiscal Year (FY) IM Services Reports

Status information was included in the presentation package provided to attendees. The budget status is still unclear; projects and services continue to operate with the assumption of an \$8 million dollar budget. Services affected by the mid-year review to the Operating Plan include the following; additional changes to the Operating Plan need to be made when the final budget number is determined.

- "Production Systems Maintenance and Support" is focusing on EWM 1.0 refinement, which includes 18 builds not currently in the Operating Plan.
- SC homepage support was to begin with SC-7. The cost estimate for the project, which is not in the budget, is \$9K. SC-65 is not comfortable proceeding with this project while the budget status is unclear. This item will be added to the agenda for the next IM Board meeting.

Performance measures for March were down slightly from the February all-time high of 86 percent customer satisfaction, but continue to be well above the previous year's numbers. E-mail was 100 percent operational (no unscheduled downtime) for the fourteenth consecutive month.

It was originally thought that SC HQ had to be prepared to support 20 to 25 percent of their workforce on flexiplace. Equipment and offsite support was subsequently rented due to the urgency of having to be prepared for flexi-place. There are currently eight staff members being supported via flexiplace. The solution, IPAC, is no longer available and all future flexiplace users will be supported with the standard desktop provided to onsite users. Offsite support will be provided, but equipment will be Departmentally-owned. The original eight users will remain on IPAC and may be migrated to the new solution during FY 2003.

SC-65 recognized there have been issues associated with the rollout of some new capabilities. Facilitated sessions with SC-65 Federal staff were held to identify root causes of these problems and possible corrective actions. CIAG and OA input is being obtained to ensure the right

problem is being addressed, the correct solutions have been proposed, and that customers have been properly involved in the solution implementation.

### **FY 2002 IM Project Reports**

Status information was included in the presentation package provided to attendees. The following changes have been made to the Operating Plan based on CIAG and IM Board input and approval.

- Office XP will be implemented in early November; EIM will then continue and rollout is planned for January 2003.
- Intranet 1.0 Calendar & Scheduling and Query & Reporting; Intranet 2.0; Support Services 1.1; and Performance Measure Initiation were removed from this year's schedule.
- EWM 1.1 rollout is planned for July.
- The scope of EWM 1.2 was redefined by the customer as a mail-merge function. A May start date is planned.
- MS Active Directory has been rescheduled for a June start date.

Site licenses for WordPerfect 10 will be acquired for 63 users, which requires significant effort to implement. This task will be costed out and brought back to the CIAG and IM Board for approval. Operating Plan schedule impacts will be determined as well.

### **IM Board Reports**

CIAG meeting topics in the past month included an update on the business model and interview process and a meeting devoted to results of the SC-65 rollout facilitated sessions. Comments and suggestions from the CIAG will be incorporated into rollout session action items as appropriate. The 21-step process is also being reviewed.

Bill Nay reported that security staff is currently working on input to the Hamre Commission report, which addresses a number of cybersecurity concerns. More details will be provided at the next IM Board meeting. The Remote Access project team will work closely with the security staff. Remote access is a vulnerability and security must be considered when choosing a solution.

### **BPR Status**

Mr. Ed Cumesty was introduced to the IM Board as the leader of an SC re-engineering effort. He is currently in the information gathering stage and is very interested in the results of the business model interviews. He believes the use of information technology (IT) as a tool is an essential component of his re-engineering effort. He also believes that the current state of the desktop within SC is fairly robust in IT capability, but more training is needed to ensure users get

the most out of the technology available to them. One tool he would like to implement is a web-based management system, such as the RIMS system used by the Richland Operations Office and the Pacific Northwest National Laboratory. Don Moody will arrange a demonstration of this system for the next IM Board meeting.

Questions and comments during this discussion included the following.

- What is the timeframe for re-engineering? It should dovetail with the current IT planning process. Mr. Cumesty responded that the gross schedule is 2 years of activity to convert to a new way of business, beginning in October 2002.
- SC has invested funds into developing good systems with good equipment, but the program direction budget is taking a hit. If RIMS is determined to be essential, will there be funds to implement? Mr. Cumesty believes that RIMS is modest in demand; more will be known after the demonstration at the next meeting.
- Does the concept of "One SC" include the Laboratories? In response, Mr. Cumesty stated that Laboratory Directors are the final link in the chain; however, SC manages the contract, not the contractors or Laboratory IT.

### **Electronic Proposals Briefing**

Due to time constraints, Mr. Alleva was unable to present this briefing.

### **Action Items**

- Ted Griffin will determine whether a briefing on electronic proposals is still needed and schedule accordingly.
- Ted Griffin will include a discussion on SC Homepage Support to the agenda for the next IM Board meeting.
- Ted Griffin will contact Steve Eckstrand to address his MS Exchange Upgrade questions.
- Don Moody will arrange (through Ted Griffin) a demonstration of RIMS for the next IM Board meeting.
- Ted Griffin will cost out the WordPerfect 10 installation project, including Operating Plan schedule impacts.